

**Instructions for responding to Requirements Workbooks:**

These requirements have been formatted into workbooks as a more efficient and effective way not only for a vendor to respond; but for KHPA to evaluate as well.

The workbooks have been compiled by category. Within each category subsections have been broken down into worksheets and placed into tabs that have been labeled accordingly.

Within the worksheets notice that after the “Requirement” column the columns proceed as followed: “Requirement for Phase 1, Response, Explanation of Response and Response Reference.”

The purpose of each column is defined below.

- Implementation Phase - Respond with a 1, 2 or 3 to indicate the anticipated phase of implementation (A detailed description of the three phases can be found in the RFP.)
- Response - is the column where the proposer will respond to whether or not the requirement is met and to what extent. (Detailed instructions below.)
- Explanation of Response - Please provide an Explanation of how the requirement is or isn’t met and validate the (0-5) rating given in the “Response” column.
- Response Reference - Please indicate where, throughout your response proposal, this is described in detail.

**Proposer Fit Rating Response Codes:** In the “Response” column please provide a Yes or No indicating whether or not the requirement is met. In addition to Yes or No, include a number rating indicating to what level the proposed solution meets the requirement. (Example of Response – Yes/3)

**Fit Rating 5:** Solution meets the requirement without any customization or configuration to implement.

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(Rating system and brief explanation can be found at the top of each worksheet as a reference tool.)

Please note that some requirements have been highlighted. These requirements have been deemed optional and KHPA requests pricing be cost out separately for the indicated requirements. Please Respond to these under the "Optional Costs" in the Separate Cost Proposal.

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**Function: General (GENR) -This module provides general system functionality requirements**

Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
GENR-001	Must have sufficient response time to meet the needs of both internal and external customers. Internal customers shall have a response time of less than 3 seconds.				
GENR-002	Transactions with simple pages without any database access shall have response time within 1 second.				
GENR-003	Transactions with simple database access should be completed within 2 seconds.				
GENR-004	Transactions with complex database access should be completed within 3 seconds.				
GENR-005	90% of all transactions shall have response time within 1 second.				
GENR-006	Must have flexibility in the transmission of data in real-time as well as batch as per need by system(s). (e.g. as per policy, by program - foster care eligibility record must go to the MMIS immediately whereas long term care data could go at a nightly batch.)				
GENR-007	Must have the ability to receive interface data in real-time as well as batch as per business need.				
GENR-008	If real time system interfaces are not available, must spool the interface data until system becomes available.				
GENR-009	The system must implement self monitoring of all critical Interface elements (e.g. central hosts, network devices, firewalls, links to third parties, etc.) and must notify the system administrator of an adverse condition. Appropriate corrective action shall be taken as required by the service level agreement.				

GENR-010	Must architect a true “platform” enabling the integration of other software applications, databases, and systems, where data, business rules, processing and other commonalities can be shared across the various applications, while appearing seamless to the user.				
GENR-011	Must provide enhanced user experiences enabling Web technologies, web back-end/Front End Experiences and Web Components to enhance the customer front-end experience.				
GENR-012	The system must be compatible with multiple operating systems such as Windows XP, Windows Vista, Windows 7 and browsers such as Mozilla Firefox, Internet Explorer 7/8, etc.				
GENR-013	System must update all related modules and tables with a single entry, for example, an account number change is made only once but takes effect throughout System.				
GENR-014	System must provide the ability to validate user defined codes during online entry and have an alert attached that will trigger other actions.				
GENR-015	System must be compatible with Postal Software Suite. (e.g. First Logic, Code-1 etc.)				
GENR-016	System must support large volume printing.				
GENR-017	Large volume printing support must be compatible with laser printers.				
GENR-018	System must provide the ability to minimize the impact on overall system performance when a large report or inquiry is being processed.				
GENR-019	System must provide the ability to add printable notes (annotation) to any field or document.				
GENR-020	System must automatically and accurately date and time stamp all document types.				
GENR-021	Online screens must proceed directly and automatically to the next appropriate field when data is entered.				
GENR-022	System must support cut and paste for copying data between windows, fields, etc.				
GENR-023	System must provide spell checking.				
GENR-024	System must provide formatting text in the system (e.g. the ability to capitalize letters, etc.).				
GENR-025	System must provide the ability to exit any document or screen without saving changes.				

GENR-026	System must have the ability to access other input screens and modules without backing out of menus or menu paths.				
GENR-027	System must allow navigation between multiple, related input screens without losing information input on the original (or header) screen.				
GENR-028	System must allow the user to move backward within a menu structure without losing data.				
GENR-029	System must allow the user to open multiple screens/windows simultaneously.				
GENR-030	System must allow the ability to edit all transactions for errors upon data entry.				
GENR-031	System must provide the ability to make corrections and modifications after initial entry of information with an audit trail to track these changes.				
GENR-032	System must provide the ability to have multiple attachments and types of attachments. (e.g. support / backup documentation)				
GENR-033	System must provide the ability to default values based on value of another field.				
GENR-034	System must provide the ability to override system or user-defined defaults.				
GENR-035	System must provide the ability to apply alerts to any transaction based on any user defined criteria.				
GENR-036	The Public Self Service Portal must be available 24 hours a day except for system maintenance and upgrade. (System operations (batch) does not stop ability to access services online.)				
GENR-037	Help desk support will be available 24 hours a day 7 days a week.				
GENR-038	Technical support staff must be available a minimum of 7am to 7pm on weekdays and 10am to 5pm on weekends. On-call support must be provided at all other times to respond to Severity Level 1 concerns only.				
GENR-039	System must provide the ability to have 24-hour, 7 days a week, access to the reporting system. Vendor must notify KHPA of reporting system downtime.				
GENR-040	The system must be available 24 hours, 7 days a week, with appropriate KHPA approved allowance for scheduled downtime for system backups, batch cycle (if applicable), archiving, or system maintenance, etc. Vendor must describe scheduled expected down time.				

GENR-041	Must be available when the system is not running batch or normal maintenance according to a schedule approved by the state.				
GENR-042	The system must have the ability to self-monitor twenty-four (24) hour a day 7 days a week to notify KHPA staff and help desk of performance issues. System must provide timely alert to ensure system performance ensuring 99% reliable uptime.				
GENR-043	Vendor shall ensure that optional readiness, test regions are available from 6:00 a.m. to 10:00 p.m., five days a week, with the option to extend to midnight and weekends, upon KHPA request, during the test period, except for regularly scheduled maintenance.				
GENR-044	Shall provide Extract, Transfer and Load (ETL) processes to data exchanged with the DAI and other interfaces as necessary.				
GENR-045	K-MED data must never leave the continental US for any purpose related to this contract, including development performed off-site. Vendor must specify the geographic location of all off-site work.				
GENR-046	K-MED information (e.g. User Support) can never leave the continental US for any purpose.				
GENR-047	If KHPA data is used in a demo, data must be de-identified. KHPA must review and approve this data before the demo occurs.				
GENR-048	Must have the ability to capture and track mail returned from a bad address.				
GENR-049	Must allow all documents requiring signature to be submitted with an electronic signature that complies with state, federal and agency requirements and standards.				
GENR-050	May provide a telephonic signature				
GENR-051	Must provide a solution to record, track and manage all contacts regarding medical programs.				
GENR-052	Must automatically record the name of person making the contact, and the date and time of the contact, where possible.				
GENR-053	Must allow for manual entry of the name of the person making the contact, the member involved (if applicable), the date and time of the contact.				
GENR-054	When a contact is received, K-MED must make case information readily available to a staff person when a contact is received, to include prior contacts.				

GENR-055	Must allow the staff person to make notes regarding the contact and automatically record ALL information regarding the contact in the case file, or other location where no case file exists.				
GENR-056	Must generate necessary work tasks as the result of action from a contact.				
GENR-057	Must provide reporting necessary for trending and analysis, such as call volumes and peak call times.				
GENR-058	Must determine and document the appropriate medical assistance program, project or other category impacted by system or human actions to support claims for federal matching funds.				
GENR-059	Must provide reports or data to support the cost allocation strategy, such as the numbers and types of applications processed.				
GENR-060	Must follow approved cost allocation plan to support KHPA's administrative claim.				
GENR-061	Must have the ability to quickly adjust cost allocation components based upon changes initiated by KHPA, such as the kick-off of a new project.				

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**Function: Outreach & Notifications (OUNO) -** Shall provide functionality to create, maintain electronically, track versioning, and recreate formal letters and other communication to customers, facilities, collaterals, responsible persons and other members of the public. The printing and mailing of system generated correspondence is not included with this procurement, but K-MED must generate the notice in a format ready for printing and mailing. K-MED must have the ability to electronically send/notify the printing vendor what communications need printed and mailed. K-MED must also support KHPA's outreach efforts by supporting the Public Access portal which would allow consumers, providers, advocates, etc. to access specific information, report changes, identify upcoming events, etc.

Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
<b>Notices</b>					
OUNO-001	Must generate notices or letters.				
OUNO-002	Must have ability to automatically generate notices.				
OUNO-003	Must have ability to suppress automatically generated notices.				
OUNO-004	Must have ability to manually generate notices.				
OUNO-005	Must automatically use case information to generate a notice or letter.				
OUNO-006	Must have the ability to create standard notice language (e.g. templates) for users to send to customers and others.				
OUNO-007	Must have the ability to automatically include individual information in a notice (e.g. client name, the amount of a spenddown, a premium, a specific denial reason, etc) using standard language or templates.				
OUNO-008	Must have the ability to incorporate free-format text specific to the individual notice, when using standard notice language or templates.				
OUNO-009	Must have the ability to edit or delete any free-format text prior to the actual production of the notice.				
OUNO-010	Must generate foreign language notices.				
OUNO-011	Must support issuing notices in Braille.				
OUNO-012	Must have the ability to generate notices in multiple font sizes.				
OUNO-013	Must include the English version of any notice generated in a different language. The English version must be available to the worker and to the recipient.				

OUNO-014	Must have ability to modify, delete, suspend, and suppress a standard notice language or templates.				
OUNO-015	Must have the ability to freeze standard notice language so it cannot be modified when a user generates a notice to an individual and/or customer.				
OUNO-016	Must dynamically merge content of a notice based on case, action or circumstances. The standardized text is to be brought together automatically. (e.g. language supporting denial of MACM and approval of MP are automatically merged together in one notice.)				
OUNO-017	Must have the ability to control the content of notice based on entity it is sent to. (e.g. based on agency, county, region, case load, etc.)				
OUNO-018	Must perform word processing functions (e.g. inclusion of rich text, cut and paste, spell check, text wrapping, grade level check, dictionary, thesaurus, highlighting, bolding, underlining etc.) on standard notice language and free form text added by end user.				
OUNO-019	Must offer a choice to automatically or manually perform a grammar and spell check on all notices and provide suggestions to assist in meeting grade level requirements. This shall include grammar checks on standard notice language and free form text added by end user.				
OUNO-020	Must generate multi-page notices.				
OUNO-021	Ability to control notice length, with no automated system limitation unless specified by KHPA.				
OUNO-022	Must have ability to incorporate approved writing standards.				
OUNO-023	Must have ability to Include legal disclaimers or standard informational text that corresponds to the case situation, such as right to appeal and reporting requirements.				
OUNO-024	Must have ability to include attachments, interactive attachments, hyperlinks, etc. (e.g. link to annual review, forms for customer completion, referrals, etc.)				
OUNO-025	Must support all notices to be generated on KHPA or other standard letterhead.				
OUNO-026	Ability to include graphics in a notice. (e.g. charts, logos, graphs, etc.)				
OUNO-027	Ability to capture graphic signature of the designated worker or unit as one of the notice components.				



OUNO-028	Must have ability to generate letters for mass mailing based on designated characteristics. (e.g. dental clinic in Goodland, school fairs, immunization reminders, earned income tax credit notice, flu shot reminders, etc.)				
OUNO-029	Must have ability to set-up and maintain automatic generation of notices based on one or more criteria. (e.g. county, nursing home, event, policy change, etc.)				
OUNO-030	Must have ability to schedule reoccurring notices. (e.g. monthly, semi annually, annually, pregnancy due date, immunizations, anticipated Medicare eligibility, etc.)				
OUNO-031	Must have the capability to generate mass mailings on demand. (e.g. annual cost of living increases, annual Federal Poverty Level Changes, etc.)				
OUNO-032	Must have ability to generate a notice with copies to multiple parties with different addresses at the same time.				
OUNO-033	Must have ability to generate notices via multiple media options or channels. (e.g. e-mail, fax, print, etc.)				
OUNO-034	Must have ability to generate a notice in different medias to different parties. (e.g. the customer gets a paper letter and the Responsible Person receives an electronic notice, etc.)				
OUNO-035	Must have ability to control who receives a notice. (e.g. the customer, responsible person, nursing facility, and service providers, etc.)				
OUNO-036	Must have ability to generate a third party notice with the option to send a copy to the customer. (e.g. employer letter, notices related to quality assurance reviews, etc.)				
OUNO-037	Must have the ability to retract a notice or group of notices prior to information being sent to the printing and mailing vendor.				
OUNO-038	Ability to designate where (physical / geographical location) a notice is printed and mailed.				
OUNO-039	Ability to set printing and mailing time frames by customer, case, responsible person, nursing facility, and service providers.				
OUNO-040	Ability to re-generate a notice that was previously sent to a customer and document the creation of a subsequent notice.				
OUNO-041	Sort notices based on business reasons prior to printing. Reasons may include, but are not limited to, zip code order to get best postal rate (presort).				

OUNO-042	Generate mass notices to a specific population based on designated characteristics.				
OUNO-043	Must have the ability to print a notice front-and-back (duplex) and control the content placement accordingly.				
OUNO-044	Must retain notice in the completed format so the exact version sent to the recipient can be viewed and reproduced.				
OUNO-045	Must retain history and viewing capability of all sent notices. This includes the ability to designate notices which are kept indefinitely as a permanent part of the case record and will not be archived or purged (e.g. - notices related to claims).				
OUNO-046	Must retain history and viewing capabilities of recipients for each notice generated. (e.g. cc:, community partners, legal guardians, nursing homes, etc.)				
OUNO-047	Must retain history on the administrative management of notices. This includes, but is not limited to, version control information such as content modification, format modification, when modification was done, who made the modification, and the ability to distinguish different versions.				
OUNO-048	Must have the ability to search on notices retained in history. The search criteria should be flexible to include such criteria as date, action, recipient etc.				
OUNO-049	Must have the ability to create an alert prior to sending a notice if mail sent to a particular recipient at that address has previously been returned as undeliverable.				
<b>OUTREACH</b>					
OUNO-050	Must allow a customer to access their own case information through multiple service channels. Information includes status of benefit eligibility, benefit balances (spenddown, etc), and overpayment debts.				
OUNO-051	Must allow public to access statistical data through multiple service channels (e.g. e-mail, internet, paper, etc.). Some examples are demographic information, participation by program and county, and program expenditures.				
OUNO-052	Must allow a customer to report changes in information through multiple service channels. (e.g. e-mail, internet, paper, etc.)				
OUNO-053	Must allow a customer to review their reporting requirements.				
OUNO-054	Ability for a customer to learn how certain changes may impact benefits ("What if?").				

OUNO-055	Must allow a customer to complete an assessment to determine if other potential program eligibility exists.				
OUNO-056	Must identify high-use/low-use of medical eligibility by demographics (age, sex, location, etc) and program. (Under utilization- where to target outreach.)				
OUNO-057	Must generate reminders/warnings of upcoming critical events or deadlines, such as annual reviews to customers which include reminders of needed verification.				
OUNO-058	Must share eligibility information (specific) with other agencies or authorized organizations. (e.g., KDHE, Free and Reduced- Price Lunch programs, WIC.)				
OUNO-059	Must track the access points where applications originate.				
OUNO-060	Must create mass notices to targeted groups for purposes of Outreach, increased awareness, enrollment and participation.				
OUNO-061	Must generate random customer service surveys and compile responses.				
OUNO-062	Must build notices that lists missing information or verification. (e.g. missing January pay stub, citizenship verification, identity verification, resource info, etc.)				
OUNO-063	Must generate notices in multiple formats. (e.g. paper, electronically, other devices, as well as certified registered mail.)				
OUNO-064	Must provide the ability to chose delivery method at the case level, or by customer, program, specific mass mailing, etc.				

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<b>Function: Workflow (WFLO) - This module covers necessary functionality to support medical assistance business processes within KHPA and with partners and others.</b>					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
<b>Functional Workflow Requirements</b>					
WFLO-001	The system workflow must support multiple service delivery models. (e.g. case management model vs. task oriented model)				
WFLO-002	The system must provide flexible workflows to support frequently changing business models.				
WFLO-003	The system must provide a customizable workflows capability. (e.g. automatic sequencing, smart scripting, guided trip, etc.)				
WFLO-004	The system must have workflow capability including multiple workflow at the same time for the same case and/or same worker. (e.g. application, review, change report). Worker must be able to stop workflow at any point and come back and restart at the same point at later time.				
WFLO-005	The system must support user and group collaboration on work items. (e.g. one user or multiple users are able to work on the same work item (case) without changing data that another person has already updated.)				
WFLO-006	The system must allow the ability to schedule various workflow instances according to user specified priorities. The system may attempt to execute a workflow instance within a specified time period, and/or report any deadline that was not or cannot be met.				
WFLO-007	The system must coordinate any type of interaction pattern among users, system tasks and information resources, regardless of the location of these resources. Interaction patterns include human-to-human, system-to-system, human-to-system, human-to-content and content interdependencies.				

WFLO-008	Ability to enable workflow components to manipulate and manage structured and unstructured (data that is not easily usable by a computer program eg. may include audio, video, and unstructured text such as the body of an e-mail message, Web page, or word processor document) information within the process, not just as referenced attachments to their tasks.				
WFLO-009	The system must enable workflow components to process a case task and its dependencies at one time without separating into multiple tasks. (e.g. if citizenship verification is required for all persons related to the case allow the case worker to process a single task of verifying citizenship of all members associated to that case in one task rather than splitting up into multiple tasks.)				
WFLO-010	Routing of workflow may have multiple destinations. (e.g. route back to previous person for correction, route forward if no changes made, re-route the task/document to the beginning of the workflow process if initial steps/data missing, route anywhere to route anywhere in the workflow process.				
WFLO-011	The system must support the ability of role based workflow routing in which tasks are assigned to job functions.				
WFLO-012	Transaction is not finalized until workflows are complete. (e.g. workflow cannot be flagged as completed until all workflow tasks have been addressed.)				
WFLO-013	The system must provide the ability to manually assign a status to a task in workflow.				
WFLO-014	The system must provide the ability to automatically assign a status to a task in workflow.				
WFLO-015	The system must provide the ability to drive workflow based on changes in status of a task.				
WFLO-016	The system must provide the ability to track and report workflow tasks at all steps within a workflow and their associated status.				
WFLO-017	The system must display status of workflow transactions so system users can determine where actions are delayed. (e.g. a worker has not processed the application and is still pending, approval, rejection action not authorized.)				
WFLO-018	The system workflow provides the ability to automatically route transactions to a user or workgroup after a specific time of inaction (based on user-defined criteria).				

WFLO-019	System provides the ability to have multiple levels of approvals for transactions based on profile security and other user-defined criteria.				
WFLO-020	The system must support user-defined transaction status, including approved, rejected, pending, under consideration.				
WFLO-021	The system must provide the ability to set time frames for a task in workflow when the next action(s) is needed.				
WFLO-022	The system must provide the ability to coordinate (assign) activities and tasks among users using flexible criteria. (e.g. alphabetic, program, application status, queue, weighted caseload, or task.)				
WFLO-023	The workflow application must have the ability to utilize rules (rules engine). Rules are a sub dependency of the workflow and should not require a change to the flow of the workflow.				
WFLO-024	Workflow application must be capable of performing flexible, rules-based automation. (example: An application can be forwarded automatically to the next step in a process unless it meets special criteria 'pregnant woman' expedited where it can instead be automatically routed to a manager or person handling pregnant women applications for review. In another example, a document that requires approval can automatically be routed to a different approver if the first approver doesn't handle it within a required period of time, perhaps because they are unexpectedly busy or are out of the office.)				
WFLO-025	The system must provide event triggers that will be sent to appropriate staff or appropriate online/batch process on prioritized basis. (e.g. age of task, pregnant woman, etc.)				
WFLO-026	Definition of workflow events may be based on user-defined criteria. [e.g. Transaction Code, Agency, Data values (for example date of application, type of application), other user-defined values or parameters.]				
WFLO-027	The system must provide an "inbox" for each user with items to be reviewed, items in inbox, status such as reserved or in-process, pending and user comments. (The inbox must not be limited to these inbox display functions.)				
WFLO-028	The system has the ability to automatically notify users when items in their "inbox" have gone unprocessed for a user-defined period of time.				

WFLO-029	The system must provide an "out of office" feature and the ability to redirect jobs to another worker within the same workflow so that work is not interrupted.				
WFLO-030	The system must provide integrated workflow error handling.				
WFLO-031	The system must support electronic signatures. (Electronic Signatures apply preventative controls on changes to fields or windows by requiring an approval by another user.)				
WFLO-032	The system must allow the ability to connect custom code to various steps. (e.g. JavaScript, vbs, batch scripts etc.) and pass parameters.				
WFLO-033	The workflow system must be able to collect run-time information from the monitoring system as well as update the overall workflow status.				
WFLO-034	The system must provide information about all the submitted, executing and completed workflow instances. These historical details may be used for predicting future executions and help to improve performance.				
WFLO-035	The system must provide the ability to manage multiple workflow tasks concurrently. The execution of these tasks may be coordinated (co-scheduled) to optimize the utilization of resources.				
WFLO-036	The system must allow for parallel Processing, the ability to carry out multiple operations or tasks simultaneously within workflow.				
WFLO-037	The system must allow for different versions of workflows to be created and maintained. The system must differentiate between workflow versions and make visible to system users.				
WFLO-038	The system must provide the ability to integrate with KHPA's document management system. KHPA currently uses Perceptive Software's ImageNow.				
WFLO-039	The system must allow for the ability to consult 'live' with another user for troubleshooting workflow.				
WFLO-040	The system must allow the ability to interact with databases.				
WFLO-041	The system must allow the ability to launch sub processes.				
WFLO-042	The system must allow the ability to launch workflow from an email.				
WFLO-043	The system must allow the ability to see workflow diagram and where the user is at in the workflow.				
WFLO-044	The system must support the ability to Integrate with office software functionality. (e.g. Microsoft Office 2007/2010, Open Office.)				

WFLO-045	A passive display allows users to query the state of their executing workflows. An active display allows users to register for notifications on completion or specific states of workflow elements.				
<b>Workflow Application</b>					
WFLO-046	Business administrative staff must have the capability to add, delete and modify workflow.				
WFLO-047	The contractor must propose a workflow application that provides state staff the ability to modify workflow independently of contractor. The system will provide online applications for building and deploying workflows. These applications should permit workflows to be designed by business analysts and other process or subject experts, not just programmers, and make it possible to share workflows with other state units with similar needs.				
WFLO-048	The system must support multiple modeling of workflows. (e.g. sequential and state-driven.)				
WFLO-049	The system must support the modeling and analysis of business processes, including all aspects of workflow: tasks, roles, decisions, approvals, reviews, escalations, collaborations, flows, rules, policies, forms and other documents, events, goals, objectives and scenarios.				
WFLO-050	The system must allow the ability to conduct iterative tests prior to encapsulating those workflows within a larger application.				
WFLO-051	The system must encompass test-mode testing ability prior to publishing workflows.				
WFLO-052	The system must provide ability to support workflow analysis for workflow process improvement.				
WFLO-053	The workflow application should provide means for designing (modeling) workflow templates (the definition of a specific workflow, assembled from a set of activities which may be shared, copied, imported or exported).				
WFLO-054	The system must provide a way to identify and manage workflow templates. Each template must have a unique identifier. Templates must be able to be composed using other workflow templates and/or workflow instances. For example a template may have the same set of configurations that are staged in by multiple workflow instances.				



WFLO-055	The workflow modeling application should include provisions for expressing users and their dependencies, parameterized inputs or actual constraints (such as resources parameters), conditionals, and physics parameter types. User must be able to add annotations and comments to the model.				
WFLO-056	The system must provide the ability to design workflows to allow simultaneous actions or can require consecutive actions, as defined by authorized administrator.				
WFLO-057	The Workflow system must provide an workflow administration application to complete tasks such as terminate process instances, re-route assigned items, assign back-up users, receive e-mail notifications of errors, view work item by initiator, view work items assigned to an user, work item audit trail, create and modify security profiles, create and modify workflow roles etc.				
WFLO-058	A workflow monitoring application must be developed and used to provide run time information such as workflow component status, Ready Waiting on a dependency, Running, Finished (success or failure), workflow component time parameters, Start time, Elapsed time, Finish time etc.				
WFLO-059	The workflow monitoring application must: <ul style="list-style-type: none"> <li>• Track the execution of workflows.</li> <li>• Be able to record and display (actively and passively) relevant states of all the executing workflows, such as workflow component and milestone status.</li> </ul>				
<b>Workflow Notification</b>					
WFLO-060	The system will provide the ability to initiate event triggers that will send notification to workflow system user (e.g. documentation has been received on a pending case or specific tasks that must be performed). Notifications should be configurable/customizable to be used anywhere in the workflow to notify the participant.				
WFLO-061	The system must allow for email notification preference for users.				
WFLO-062	The system must support the ability to configure and initiate Reminders and Deadlines notifications.				
WFLO-063	The system must provide the ability to produce an automatic notification for overdue tasks.				
<b>Workflow Fault Tolerance</b>					

WFLO-064	The workflow system must interact with the monitoring systems to identify any hardware and software failures and take appropriate action to avoid or mitigate the fault penalty. (restart/resume from the last milestone)				
WFLO-065	When an unexpected status is detected, the system must have the capability to reschedule without taking the system down/offline. (e.g. If a hardware or software failure removes one of the processing steps, pending requests for that step will just be queued up until the service is restored.)				
<b>Workflow Scheduling</b>					
WFLO-066	The workflow scheduling system must have the ability to perform functions such as identify the processes that need to run, map users to particular resources, resolve dependencies across system boundaries, etc.				
WFLO-067	The workflow scheduling system must have the ability to schedule the execution of the tasks. Examples are local scheduling (e.g., cluster scheduler, workflow component scheduler, interactions with cached and other workflow components) and thus supported by the workflow components and not by the workflow system.				
WFLO-068	The workflow scheduling system should enforce the data and task dependencies of a workflow, i.e. a task only can be executed when its input data become available or when a dependent task completes.				

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**Function: High Level Client Index and Inquiry (HLCI) -** The HLCI will assign and maintain a unique ID number to every new customer registered in the K-Med system. This allows each customer to be logically represented only once with the same set of demographic data. Users will search the HLCI during the registration process and if a customer has a number, that ID number will be used and no new number will be assigned.

Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
HLCI-001	Must have the ability to assign a unique high level client index.				
HLCI-002	Must have the ability to share this high level client index across multiple interfaces.				
HLCI-003	Must cross-reference the high level client index without creating duplicates.				
HLCI-004	Must be able to synchronize K-Med HLCI data with existing SRS HLCI in real-time without creating duplicates.				
HLCI-005	Must have ability to search and match the existing client data before assigning new unique number. ( e.g. Search/match will use following criteria including but not limited to SOUNDEX, Fuzzy search, first name, last name, dob, unique id, SSN, address, aliases, case number, etc. or any combination.)				
HLCI-006	Must track system requesting and assigning the unique number.				
HLCI-007	Must have ability to track and notify other systems of changes.				
HLCI-008	Must have ability to interface with other systems to provide client detail via online and/or batch mode.				
HLCI-009	Must load HLCI from SRS on initial implementation and develop services to keep data in sync.				
HLCI-010	Vendor must describe their approach to keep the data in sync in both systems.				
HLCI-011	System must provide the ability to Link duplicate client indexes.				
HLCI-012	System must provide the ability to Unlink duplicate client indexes.				
HLCI-013	System must capture alias information.				
HLCI-014	Must merge historical information for linked duplicate individuals.				

HLCI-015	Must maintain the integrity of the converted data from the KAECSSES HLCI. (e.g. duplicate ids currently linked in KAECSSES must remain linked, etc.)				
<b>Search</b>					
HLCI-016	Must have ability to search by multiple criteria. (e.g. name, ID#, phone number, date of birth, county, assigned worker, etc.)				
HLCI-017	Must have ability to perform compound searches. (e.g. names of married couple, names of parent and child, name siblings, etc.)				
HLCI-018	Must have ability to easily modify short list criteria while searching. (e.g. drill down search)				
HLCI-019	Must have ability to perform responsible person searches.				
HLCI-020	System must provide the ability to have wildcard or partial searches.				

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<b>Function: System Documentation (SDOC) - This module covers documentation to be developed and maintained by the Contractor to document and describe implementation and operation of the K-MED system.</b>					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
SDOC-001	Must provide complete system documentation for the system. (e.g. KHPA will fully understand the system's capabilities from system documentation.)				
SDOC-002	System must allow the user to access clear and complete system reference material documentation provided by vendor. (e.g. General system design and modifications design documents, Security Manual, Reports Manual, Testing Plan, Batch documentation, Data Structures/crosswalks/data definitions and processing schedules.)				
SDOC-003	Must provide a searchable documentation library, with highly flexible search criteria to enable a user to quickly find needed information in policy manuals, policy memos, training material, data files, implementation memos and all help functions without affecting work in progress.				
SDOC-004	Documentation must include a System Administrator/Operator support manual and technical reference sheets for supporting system(s). (e.g. software environment requirements, communication protocols, data and Operation Security Requirements, etc.)				
SDOC-005	Documentation must include database design documentation including data dictionaries, data tables, data models, repositories, support tools, modeling tools, and database management systems being used or planned for use and data files.				
SDOC-006	Documentation must include activity/process Models describing functions performed and the relationship between the model processes to the data model.				

SDOC-007	Vendor must provide system documentation for all third party software products used in production or implementation of this system.				
SDOC-008	User manuals must be written from the viewpoint of the users.				
SDOC-009	User manuals must contain field by field level documentation.				
SDOC-010	Must provide built in online help documentation for user to easily access.				
SDOC-011	Must provide version control, application software Installation plans and documentation for each version/update made, Testing & Control & Maintaining documentation. Testing criteria and outcomes ongoing documentation from implementation through end of contract.				
SDOC-012	Must provide capacity sizing data documentation based on the number of potential users, average number of concurrent users, input/output requirements, and number of user locations. Identify estimated direct access storage device (DASD) requirements, memory requirements, network load / bandwidth and central processing unit (CPU) transaction count and average transaction size for all program servers (e.g., application, database).				
SDOC-013	Documentation must include the plan and documentation for transitioning from the current processes to the processes supported by the new system.				
SDOC-014	Vendor must provide change management: 1) Vendor software change management; 2) Data; 3) Software changes; 4) changes in business processes, structure, management.				
SDOC-015	Documentation must include backup and disaster recovery plans including Operating System and Application re-load and steps needed to recover. This needs to be kept current. Changes need to go through a mutually agreed upon approval process that will include KHPA and IT personnel. Thirty days prior to implementation. Annual review of disaster recovery plan including testing.				
SDOC-016	Documentation must precisely define the process required in order to implement software upgrades.				
SDOC-017	Vendor is required to update all appropriate documentation with each application modification/enhancement within KHPA defined time frame.				
SDOC-018	Vendor must provide data flow diagrams showing data stores and flows.				

SDOC-019	Vendor must provide a description and flow charts showing the flow of major processes in the system.				
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<b>Function: Document Imaging (DIMG) -</b> After each requirement, respondent must indicate if they meet the requirement as stated. Respondent's may include additional information describing how a requirement is met in the proposed solution.					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
DIMG-001	The software must employ an open system architecture that permits future component upgrades with minimal degradation of system functions and supports the importing and exporting of digital images to and from other sources.				
DIMG-002	All medical case information related to a case or individual must be maintained in the KHPA Imaging System.				
DIMG-003	The system must have the ability to capture screen shots and attach them to individual cases by linking directly from within the system. The contractor must not propose a solution to link cases to documents externally. (a separate web window, or external application)				
DIMG-004	The system must have ability to scan, import documents within the eligibility system and store them in imaging system and attach them to individual and cases.				
DIMG-005	The system must have the ability to request an image (document search and attach ability) from ImageNow or other imaging systems and present it within the eligibility system (this occurs in one session).				
DIMG-006	The system must provide the ability to store and separate medical records from other images.				
DIMG-007	The system must have ability to unlink any document from an individual.				
DIMG-008	The system must have the ability to unlink any document from a case.				
DIMG-009	All documents must be catalogued (indexed) and viewable as established by KHPA specifications.				



DIMG-010	The system must provide warning and error messages similar to those in the KHPA Imaging system. (e.g. any errors that occur in the ImageNow system are passed back and displayed, without modification, to the designed system. There must be a mechanism for logging these errors for later review.)				
DIMG-011	The system must process eligibility independent of electronic images (some cases may not have electronic documents associated with it).				
DIMG-012	The system must provide the ability to have the same document attached to several cases.				
<b>Existing Image System Integration</b>					
DIMG-013	The system must work seamlessly with KHPA's imaging system. KHPA is currently using ImageNow provided by Perceptive Software, Inc.				
DIMG-014	The contractor will be responsible for providing a detailed plan, acceptable to KHPA, outlining all steps related to the installation and implementation of the integration with imaging and workflow system to work seamlessly with ImageNow prior to the delivery of the software.				
DIMG-015	KHPA must facilitate and authorize any Kansas specific system modifications.				
DIMG-016	The system will work seamlessly with other state imaging systems. Currently Documentum and FileNet are other enterprise content management solution used by medical assistance partners in Kansas. The contractor must describe how their solution will integrate with other state imaging systems.				
DIMG-017	The contractor must perform system integration tests to ensure the System's compatibility with the KHPA Imaging Systems. The test criteria and expectations must be designed by KHPA. The test results will be reviewed, approved and / or rejected by KHPA. The system will not be accepted as compatible with the KHPA Imaging system until all tests have been approved by KHPA.				
DIMG-018	The contractor must provide cost of integrating proposed solution with imaging system. The contractor must be responsible for the cost of modification of imaging system, if any, to meet the KHPA need.				
DIMG-019	For the duration of the contract the contractor will modify the system to ensure compatibility with any new releases or upgrades to the KHPA or State Imaging systems.				

<b>Retention</b>					
DIMG-020	Software must have the capability for KHPA to input records retention requirements, through the Rules Engine, and flag records for deletion from the system when retention requirements have been met.				
<b>Database Search</b>					
DIMG-021	The contractor solution must have a searchable library, with highly flexible search criteria based on user-input character strings, keywords, etc.				
DIMG-022	Support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search.				
DIMG-023	Allow a search of OCR'd documents by text string.				
DIMG-024	Upon completion of search, immediately display all selected images and support quick navigation through documents.				
<b>Text and Image Manipulation</b>					
DIMG-025	Provide ability to attach annotations to stored images without altering the image.				
DIMG-026	The system must have ability to delete an image (with warning). If document is attached at multiple locations, then system must not allow delete of Image without additional authorizations.				
<b>Security</b>					
DIMG-027	The system must provide a secure access system, as defined by KHPA, that will allow, deny or limit access to the imaging system data down to the page level for every action.				
<b>Technical</b>					
DIMG-028	Support document file check-in and check-out controls to flag databases showing who is working on files and prevent simultaneous updates by other users.				
DIMG-029	Support document exporting into PCX, TIFF, BMP, and JPEG file formats. In comments, please list any other export formats.				
DIMG-030	Provide ability to easily publish documents to the web (e.g. without coding or HTML).				
<b>Printing and Faxing</b>					
DIMG-031	The system must have ability to print images, both separately and in combination with other documents.				
DIMG-032	The system must provide the ability to print documents on a variety of printers using standard MS-Windows print drivers.				
DIMG-033	The system must provide the ability to print form overlays and images without viewing.				

DIMG-034	The system must provide the ability to automatically imprint date and time on copies.				
<b>Indexing and Storage</b>					
DIMG-035	Support automated creation of document database indexes. (e.g. through bar coding, etc.)				
DIMG-036	Imaging software must not require file mapping from client for either storage of images or retrieval of images from storage.				
DIMG-037	Must allow users to customize database and indexing parameters. (e.g. users can create index fields)				
DIMG-038	Must be able to store any binary data object, e.g. word processing file, spreadsheet, or digital images.				
DIMG-039	Allow index processing to be performed while other stations are actively searching, viewing, scanning and editing.				
<b>Document Editing</b>					
DIMG-040	Provide document editing software for annotation of images, which do not contain text, as well as editing files created by means of OCR.				
DIMG-041	Support document versioning.				
DIMG-042	Provide ability to apply “sticky notes” or text notes to all document types and retain the relationship of the notes to the page.				
<b>Document Scanning</b>					
DIMG-043	The system must utilize KHPA and State standard scanning processes.				
DIMG-044	The system must adhere to KHPA’s hardware requirements for the imaging system.				
DIMG-045	The system must adhere to KHPA’s scanner and other imaging performance requirements.				
DIMG-046	The system must be able to electronically date-stamp documents as they are scanned.				
<b>Document Imaging Workflow</b>					
DIMG-047	The contractor solution must provide automatic workflow for those unfamiliar to Imaging.				
DIMG-048	The contractor solution must have ability to distribute documents internally to multiple parties.				
DIMG-049	The contractor solution must provide a flexible imaging workflow to support frequently changing business model.				
DIMG-050	The contractor solution must have the ability to configure automatic workflow (for document processing) by state business and policy staff.				

DIMG-051	Must provide ability to monitor which task the user is performing and automatically open documents (e.g. for reference) appropriate for that task.				
DIMG-052	Provide flexibility for authorized users to route documents on an ad hoc, exception basis (e.g. for special review) outside of normal automated routing.				

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<b>Function: Policy Management (POLM) - This function covers all aspects of the management of policy. This includes the development and implementation of policies and post-implementation reviews to ensure effectiveness and accuracy. Workflow and Imaging are also included.</b>					
Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
POLM-001	Must allow the user to access and maintain the rules and reference table values online based on security profile.				
POLM-002	Rules must be created using language easily understandable to business people in a business perspective. Business rules are written in the language of the business user and not in coding symbols.				
POLM-003	Must provide the ability to assign effective start and stop dates for each rule and each reference table value.				
POLM-004	Must provide the ability to categorize rules, or group rules in order to manage and organize. (e.g. by program, by policy type, common rules across programs, private rules.)				
POLM-005	Rules must be managed through version control. (e.g. Describe the rule fragment level at which versioning is provided, at what granularity versioning is provided and the techniques used for versioning.)				
POLM-006	Must maintain a rules audit trail.				
POLM-007	The rules engine must support a full rules management life cycle.				
POLM-008	Must provide the ability to create or change a rule that is currently within the production environment, without stopping the rule service or interrupting the production environment. (system remains up)				
POLM-009	Must have the ability to test a rule in a staging or test environment using a debugging tool prior to implementation.				
POLM-010	Must have the ability to update or restrict access to rules or groups of rules based on security profiles.				
POLM-011	Must have the ability to create rules using templates provided by the vendor.				

POLM-012	Must have a searchable rules repository, with highly flexible search criteria. (e.g. search by topic, date, program, rule number, or a combination)				
POLM-013	Must have the ability for business staff to maintain rules with minimal help from vendor or State technical staff.				
POLM-014	Vendor should provide technical assistance as needed for rule definition and maintenance.				
POLM-015	Vendor must train State technical and business staff for maintenance of rules. (e.g. knowledge transfer by end of implementation and prior to end of warranty period.)				
POLM-016	Must have the ability to perform "what if" functions on live data without impact to data, rules engine, application or customers. (e.g. what impact change in policy would have on state budget, worker caseload, population, etc.)				
POLM-017	Must produce reports on "what if" scenario outcomes as specified in POLM-014.				
POLM-018	Must perform system and regression testing of a rule/group of rules, and its impact on other rules and policy.				
POLM-019	Must produce warnings on impacted rules before implementing new rule and changes to existing rule. (e.g., generate an informational message or popup window or list of impacts on other rules.)				
POLM-020	Must have the ability to discover conflicting rules.				
POLM-021	Must perform processing using date parameters that will use appropriate rules based on start and end dates of the rules. (e.g., the system must know what rule(s) were or will be in effect at a given point in time. Example: FPL change in May and processing a case with prior med months of March, April, & May, system should determine eligibility using correct FPL in each month appropriately.				
POLM-022	Must have the ability to perform searches and create reports using key words or key phrases within a rule's premise, action, and/or conclusion.				
POLM-023	Must have the ability to inactivate an incorrect rule, but still maintain version control.				
POLM-024	Must have the ability to apply an inactivated rule as of a certain date.				
POLM-025	Must have the ability to identify, track and report orphaned rules.				

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**Function: Storage (STOR) - This module covers capacity and retrieval requirements of K-MED.**

Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
STOR-001	Must archive all system data by specified criteria. (e.g. by data range, case number range, type.)				
STOR-002	Must have the ability to restore archived data incrementally. (e.g. by case number, program, unique client id, in ranges or by individual record.)				
STOR-003	Must retain, archive and restore data in accordance with variable retention schedules (e.g.; Social Security Administration audit information must be maintained for a minimum of 3 years.)				
STOR-004	Member specific data must remain attached to that member. (e.g. 19-year-old moves from parents' case to his own case - his data including benefit histories must move or otherwise remain associated with him.)				
STOR-005	Data storage must be backed up and must provide the ability to support redundant writes to a mirrored server for disaster recovery situations (e.g. safe-guarded, disaster, stolen).				
STOR-006	Vendor must provide their approach to reduce application downtime due to component failure in terms of storage redundancy, server redundancy and clustering.				
STOR-007	Vendors must destroy all data based on parameters established by KHPA. Vendor must provide KHPA with a data destruction plan, process and results report of completion of measures taken to achieve this task. KHPA must review and approve all phases of this process.				
STOR-008	Must create or capture records for all defined transactions, processes and activities.				
STOR-009	Must create, capture and maintain adequate metadata to facilitate records access, management and p reservation.				

STOR-010	K-MED must ensure that all records are associated with a classification scheme or file plan that identifies the retention and disposition requirement for the records.				
STOR-011	K-MED must ensure the authenticity of all records throughout their lifecycle (e.g. a record can be proven to be what it purports to be, to have been created or sent by the person that created or sent it, and to have been created or sent at the time purported).				
STOR-012	Must support a range of disposition action triggers including event-based triggers (e.g. creation date, closing date, date of last review).				
STOR-013	Authorized users must be able to review disposition actions prior to their execution.				
STOR-014	Must allow users to apply disposition action holds on records.				
STOR-015	Must prevent the destruction of any records subject to a disposition action hold.				
STOR-016	Must capture and store all disposition actions.				
STOR-017	Must create and display a flag when data or records are no longer displayed.				